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MICROLOG LAUNCHES uniQue™ AN OPEN STANDARDS-BASED FAMILY OF CALL CENTER SOLUTIONS

New York, NY, September 23, 1998 — MICROLOG CORPORATION (NASDAQ: MLOG) announced this morning at the CT Demo & Expo show its strategic plans to deliver a comprehensive, open standards-based family of call center solutions that will harness the power of multiple-media communications and unified queuing. uniQue (pronounced uni-queue) is designed to provide more personal service to all customers, transforming the traditional call center into a customer contact center.

By funneling the various types of media (voice, email, Web, fax, hard copy mail) transactions into one easy-to-manage queue, uniQue can now enable the Contact Center Manager to prioritize and track responses to all inquiries, not just those received over the telephone. Today, most contact centers handle each media type separately, and are not benefiting from the economies of scale that a unified queue would contribute. In most cases, contact center usage statistics do not include inquiries from customers that submit transactions via postal mail, fax or email. uniQue will provide the means to truly track customers' inquiries independent of the media selected to communicate with the contact center. It will also lower the total cost of ownership, leveraging the highest expense a contact center has, its people.

uniQue will also increase a contact center's responsiveness to its customers. The principle feature of uniQue is the ability to prioritize incoming contacts by applying logic to determine the sequence in which the transactions will be routed to the appropriate contact center agent based on the skill set of that particular agent. The ability to establish an unlimited number of prioritization criteria is key for enabling the contact center to grow and change as needed. Providing easy-to-use routing business logic tools will be a significant differentiation for uniQue.

Enabling the customer to leverage their existing investments in legacy systems is another important differentiator. uniQue will work with the call center environment customers have running today. Microlog understands that large investments have been made in call center components and will work with customers to integrate existing legacy systems and, architect a service based on open standards, that will grow with the customer.

"We are boldly expanding our product offering to the contact center arena with the introduction of uniQue. We feel that uniQue is a natural extension to, and a strategic thrust of our on-going work in interactive communications," stated Richard A. Thompson, President & CEO of Microlog Corporation. "It is because of our current customers' needs and expectations that we have developed uniQue. We want to give contact centers the tools they need to smoothly and effectively run their operations, increase service to their customers, and at the same time, realize significant cost savings." Thompson added, "Microlog's uniQue product will enable contact centers to deliver, prioritize and route customer contacts, independent of their media type, to the appropriately skilled agent."

Headquartered in Germantown, Maryland, with European headquarters in The Netherlands, Microlog Corporation designs, develops, markets, and supports a complete family of interactive communications systems and application solutions that improve customer service and increase productivity, while reducing costs. The Company's products find wide application in retail, government, health care, utility, media/entertainment, transportation, and many other markets, with over 14,500 installations delivered worldwide. Microlog's interactive communications products are sold through its direct sales force as well as through distributors, original equipment manufacturers, and value added resellers. Microlog is certified ISO 9001, meeting the highest international standard for quality assurance.

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